



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

May 16, 2008

Patricia Jansen, Education Manager
Regional Medical Center of San Jose
225 North Jackson Avenue
San Jose, CA 95116 Regional Medical Center of San Jose

Transmitted electronically.

Dear Ms. Jansen

RE: FINAL REPORT for Regional Medical Center of San Jose ET06-0173

Date of Final Desk Audit/Phone Call/Email:	5/16/08
Date of Previous Visit:	8/24/07
Visit Location:	Document review performed at previous visits; company representative interview conducted by email.
Persons in attendance:	Sandi Purviance, Education Coordinator for hospital; Thom Akeman for Steve Duscha & Associates, Administrative Subcontractor; Diane Woodside, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	01/16/06 – 01/15/08	Agreement Amount:	\$464,646
Type of Trainee:	SET Frontline Worker	No. to Retain:	259
Date Training must be completed:	10/16/07	Range of Hours:	24 - 200
Reimbursement:	\$20/class/lab/hour for AT training	Weighted Ave. Hours:	138

BACKGROUND:

Regional Medical Center of San Jose (Medical Center) is a general acute care hospital and trauma center offering inpatient and outpatient surgery, pediatric services, critical care and general medicine services. The Medical Center opened in 1965 and is now owned by Hospital Corporation of America (HCA). This project was to provide primarily registered nurses and other healthcare professionals with retraining in the specialized skills needed as the Medical Center transitions to a more complex level of patient care. The Medical Center reported in 2006 that there was an acute shortage of nurses with these skills and the ETP-funded training would alleviate these shortages.

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FINAL REPORT SUMMARY:

The Agreement was executed on 2/16/06 and training began on 1/23/06. The ETP on-line system records that all training was completed on 10/16/07 which allows for the 90-day retention period to be completed within the term ending date of the Agreement. There were no modifications or amendments made to this Agreement.

FINAL PROJECT STATS:

Trainees Enrolled in Training	791	Completed Training and Retention:	201
Dropped Following Enrollment:	590		

According to the final invoice documents submitted by the Medical Center, they expect to earn a total reimbursement of \$148,262 (32 percent of the Agreement amount). Your analyst described the reasons for the lower earnings in a previous monitoring report based on feedback from hospital staff as follows:

The amount of training as outlined in the original training plan is difficult for the hospital to deliver considering the turnover among nursing staff who may be recruited and leave for better paying positions. In addition, the required staffing (patient to nurse staffing ratios) and the demands of the nursing environment make scheduling for training challenging.

In addition, your analyst believes that the persons involved in planning the training from corporate overestimated the amount of training that could be conducted during the Agreement term. For that reason, the local nursing education staff did not find cite any barriers to implementation per se other than those outlined above. For the local hospital staff, the Panel funds they received and the number of persons trained (205) was a very positive outcome even though the percent earned was less than expected. The analyst has been informed that the Contractor may seek a subsequent ETP Agreement, and the administrative subcontractor was informed by the analyst that the Contractor should seek funding close to the amount earned in this Agreement.

The closeout invoice has been submitted to ETP's Fiscal Unit and is in the process of being reviewed.

INTERVIEW WITH COMPANY REPRESENTATIVE:

You responded to your ETP analyst by email to the following questions.

- What barriers, if any, did your company experience in implementing your ETP project?
None
- What problems, if any, did your company experience with ETP record keeping?
None
- What assistance could ETP have provided that would improve the process for future Contractors?
They were great! Very helpful and timely in responses

- How did your company benefit from the ETP training?

Increased our visibility for performing education for job improvement and for individuals looking to change jobs in the organization. Also helped us focus record keeping in an efficient manner.

ATTENDANCE ROSTERS:

The ETP analyst performed a review of a 10 percent sample of completers during the monitoring visits conducted during the Agreement period. The sample of rosters reviewed met the minimum ETP documentation requirements and the roster information matches the data entered into ETP's on-line system. It appears that classes were under the 1:10 trainer/trainee ratio for Advanced Technology; that training hours funded are included under topics in the ETP curriculum; and only eligible trainee data was uploaded into the ETP on-line system.

Please note that the finding that the ETP documentation is in order is based only on the training records reviewed during monitoring visits and represents only a limited sample of the training records completed to date. It is the company's responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes.

AUDIT:

At this time there are no other actions to be taken by Regional Medical Center of San Jose. However, please be aware that the Agreement remains subject to an audit. You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Diane Woodside, at 650-655-6935 or at dwoodside@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink that reads "Creighton Chan". The signature is fluid and cursive, with the first name "Creighton" being larger and more prominent than the last name "Chan".

Creighton Chan, Manager
San Francisco Bay Area Regional Office

A handwritten signature in black ink that reads "Diane Woodside". The signature is cursive, with the first name "Diane" and last name "Woodside" clearly legible.

Diane Woodside, Account Analyst
San Francisco Bay Area Regional Office

cc: Sandra Purviance, Regional Medical Center
Kulbir Mayall, ETP Fiscal Manager
Thom Akeman
Steve Duscha

Master File
Project File

Date Report Sent to Contractor: 5/20/08